DOCUMENT RESUME

ED 213 284 HE 014 613

AUTHOR	Matross, Ronald; And Others
TITLE	The 1979-80 Twin Cities Student Services Fee Survey: Student Opinion toward Five Major Services.
INSTITUTION	Minnesota Univ., Minneapolis. Office for Student Affairs.
PUB DATE	14 Dec 79
NOTE	53p.
AVAILABLE FROM	University of Minnesota, Office for Student Affairs, Minneapolis, MN 55455.
JOURNAL CIT	OSA Research Bulletin; v20 n1 Dec 14 1979
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	Ancillary School Services; College Students; Extracurricular Activities; Fees; Higher Education; Institutional Research; *Legal Aid; *Physical Recreation Programs; Questionnaires; *School Health Services; School Newspapers; *Student Attitudes; *Student Publications; *Student Unions; Use Studies
IDENTIFIERS	College Athletics; *University of Minnesota Minneapolis

ABSTRACT

Views of students at the University of Minnesota Twin Cities campus concerning five services that receive the largest amounts of student services fees were surveyed in 1979. Telephone interviews were conducted with three subsamples: 162 students were questioned about the Boynton Health Service and the "Minnesota Daily"; 156 students were questioned about the Student Legal Service, recreational sports, and the "Daily." Among the findings are the following: 57 percent said they were satisfied with the "Daily," 23 percent were neutral, and 19 percent were dissatisfied; 50 percent said that the required fee for the "Daily" should be continued, 42 percent said it should be made optional, and 7 percent said it should be eliminated; 58 percent had used Boynton Health Service at least once; 94 percent of those who had used Boynton Health Service said they were moderately satisfied (43 percent) or very satisfied (51 percent); 67 percent said that they used Coffman Union on weekdays, and 30 percent said they used Coffman on weekends and evenings; 30 percent of the respondents had not previously heard of the University Student Legal Service, and this figure rose to 65 percent among St. Paul campus respondents; twice as many respondents (17 percent) said they had sought legal service elsewhere in the past year as had gone to the university service (8 percent); during the past year, 53 percent of the respondents said they had participated in self-service recreational sports, 33 percent in intramurals, and 8 percent in sports clubs. Information is presented about the five services, and a sample questionnaire and bibliography are appended. (SW)

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OSA Research Bulletin
Office for Student Affairs
University of Minnesota
Volume 20
Number 1
Date 12/14/79

ED213284

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Student Life Studies and Planning

University of Minnesota

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The 1979-80 Twin Cities Student Services Fee Survey: Student Opinion Toward Five Major Services

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An important source of revenue at the University of Minnesota is the Student Services Fee, $63.25 for 1979-80, paid each quarter by full-time students. In 1978, this fee generated over $6.5 million, distributed among eighteen organizations. Among the recipients of fees money are the Boynton Health Service, Minnesota Union, the Board of Student Publications, which publishes the Minnesota Daily, Recreational Sports, student government, and a variety of student organizations.

The annual process of determining and allocating the Student Services Fee originates with the Student Services Fee Committee, composed of twelve students and six representatives of faculty and administration. A survey of student opinion toward fees and fee-supported activities has been part of the Committee's yearly information-gathering process since 1975. These surveys have been done on the premise that the views of consumers of student services are important to the fee-setting process and should be accurately and carefully assessed.

Methodologically, the first four fee surveys were basically similar--a mailed survey sent to a random sample of students. For each fee-supported service, the students were asked to report their usage, their views of the service's importance, their opinion about whether the service should be funded by fee money, and then whether the fee should be increased, decreased or eliminated. These surveys have obtained a representative reading of student

opinion about each service in similar terms, allowing services to be compared to one another along various dimensions. Interestingly, the results of the surveys were highly similar from year to year. Certain services consistently appeared at the top of student priorities--Boynton Health Service, the Board of Student Publications, and problem-solving services such as the Student Ombudsman Service and the University Student Legal Service. Student government organizations, TCSA and ACC. and specialized service organizations such as the International Study and Travel Center, the University Film Society, and the Cultural Affairs Fund consistently appeared near the bottom of the list.

A different methodological approach was requested by the Fees Committee this year. Rather than ask a few questions about every service, the Committee decided to ask more questions about a few services. With this approach, questions can be tailored to issues particularly relevant to the service in question. This year's survey focused on the five services receiving the largest amounts of Student Services Fees: (1) Boynton Health Service, (2) Minnesota Union, (3) Recreational Sports, (4) the Board of Student Publications, and (5) the University Student Legal Service. For each of these services, the questions focused on issues considered important by the Committee, with no attempt at comparability across services. Additionally, telephone interviews were conducted rather than mailed interviews so that the data could be gathered more quickly.

A general concern about the cost of education underlies the questions in each service area. The Fees Committee's concern is in providing services that students need, want and use without burdening them financially. The Student Services Fee increased from $37.00 in 1968-69 to $63.25 for 1979-80. Although it has increased less than the Consumer Price Index for the same period, it is still a cause for concern. In general, survey questions were

designed to help the Student Services Fee Committee, recipients of fee revenue, and the University community at large make decisions about needed services in a time of inflation.

Method

Sample

A sample of 600 names was drawn of Twin Cities campus day school students currently registered for Fall 1979, who were also previously registered. The Fees Committee requested that those students who had not been previously registered prior to Fall quarter 1979, i.e., freshmen and transfer students, not be in the study because these individuals presumably had relatively little familiarity with issues and services under study. The sample was then reduced to 510 persons. This was done by first eliminating those individuals classified as medical fellows, residents on the staff of the University of Minnesota Hospitals. Previous studies indicated that medical fellows, while technically students, typically have little concern about student issues. After they were deleted from the list, other names were randomly deleted to reduce the sample to 510. This sample was chosen on the basis of cost factors and sampling error.

Considerations of cost and sampling error also led to the division of the sample into three subsamples of 170 persons each. It was found in pre-testing that the length of the interviews made it too costly to ask all questions of all respondents. Therefore, each subsample was asked a different combination of questions. Because of the importance attached to considerations about the Minnesota Daily, all respondents were asked about it so that sampling error would be relatively low on these questions. Subsample 1 was interviewed about Boynton Health Service and the Daily; subsample 2 was interviewed about the Minnesota Union and the Daily; and subsample 3 was interviewed

about the University Student Legal Service, Recreational Sports and the Daily.

For questions about the Daily, the sampling error is approximately 4.5% at the 95% confidence level. That is, it is 95% certain that reported results are within ± 4.5% of the true population value. For example, if 50% of the respondents in the sample answered "yes" to a particular question, one can be 95% confident that, in the population, the true value is 50% ± 4.5%, or between 45.5% and 54.5%. The sampling error for the questions about other services is larger, approximately 7.7%. Correspondingly, a 50% figure in the sample would be 50% ± 7.7%, or between 42.3% and 57.7%, in the population.

Survey Procedures

Interviews were conducted by telephone by Koser Surveys, a professional polling firm, between November 16 and November 28, 1979. Among the 510 persons selected in the sample, sixteen were found not to be currently registered in day school, and three were medical fellows, thus reducing the effective sample size to 491. Four hundred seventy-four interviews were completed for a response rate of 96.5%. One hundred sixty-two of the interviews were completed for subsample 1 (Boynton Health Service and the Daily), and 156 each for subsample 2 (Minnesota Union and the Daily) and subsample 3 (University Student Legal Service, Recreational Sports and the Daily).

Development of Survey Items

Questions in the survey were developed by staff of Student Life Studies and Planning to cover areas requested by the Student Services Fee Committee. Items were pre-tested twice by Koser Surveys before the survey was conducted. Copies of the questionnaire are appended to this report.

Report Format

Results of the survey are presented in five mini-reports, one for each service. Each includes a description of issues and survey questions, followed by a report of the findings and discussion of their implications. These reports follow a summary of the key findings of the study.

Summary of Findings from the 1979-80 Student Services Fee Survey

A telephone survey was conducted among previously registered students concerning their usage and opinion of the services receiving the largest amounts of money from the Student Services Fee collected at the Twin Cities campus of the University of Minnesota. Four hundred and seventy-four, 96% of a random sample were surveyed about the Minnesota Daily. Smaller groups (156-162) were surveyed about the Boynton Health Service, the Minnesota Unions, the University Student Legal Service and the Recreational Sports Program. Among the key findings were:

Minnesota Daily

o Fifty-seven percent said they were satisfied with the Daily; 23% were neutral; and 19% were dissatisfied.

o Fifty percent said that the required fee for the Daily should be continued; 42% said it should be made optional; and 7% said it should be eliminated.

o Fifty-eight percent said students who wished to do so should be allowed to get a refund for the Daily fee.

o A plurality of those who wanted an optional Daily fee (44%) were satisfied with the Daily.

o A majority, 65% would pay the Daily fee if it were optional.

o Sixty-five percent had seen the Spring 1979 Daily humor edition, and another 27% had heard of it.

o Among those who had seen or heard of the humor edition, 25% approved ot it; 41% were neutral or had no opinion; and 34% disapproved of it.

o Sixty percent of the respondents had attended at least one union program in the past year.

o Films and art exhibits were the most frequently attended programs (41% each).

o Fifty-three percent were satisfied with union programs in general; 44% were neutral or could not say; and 4% were dissatisfied.

Boynton Health Service

o In the past year a majority of respondents, 58%, had used Boynton Health Service at least once.

o Forty-four percent had used Boynton Health Service exclusively for outpatient care; 19% had not used Boynton but had sought outpatient care elsewhere; 15% had used both Boynton and other services; 22% had not sought outpatient care.

o The most frequent reason given for using other outpatient care services was convenience.

o Ninety-four percent of those who had used Boynton Health Service said they were moderately satisfied (43%) or very satisfied (51%) with it.

o Positive comments about Boynton Health Service outnumbered negative comments by a 2 to 1 margin.

Minnestoa Unions

o Sixty-seven percent said that they used Coffman Union on weekdays, and 30% said they used Coffman on weekends and in the evenings.

o Fourteen percent said they used St. Paul Student Center during the weekday, 4% during the evening, and 2% on weekends. Usage was much higher among St. Paul campus students, with 33% using the Student Center once a week or more on weekdays.

o Thirty-five percent of the respondents had used one of the West Bank Union facilities in the past year.

o Seventy-five percent of the responding business and law students had used at least one of the West Bank Union facilities.

University Student Legal Service

o Thirty percent of the respondents had not previously heard of the University Student Legal Service. This figure rose to 65% among St. Paul campus respondents.

o Twice as many respondents (17%) said they had sought legal service elsewhere in the past year as had gone to USLS (8%).

o Majorities of respondents rated each of the three major functions of USLS as moderately or very important: Court representation by an attorney (72%), advice, negotiation and other attorney services (69%), and student seminars and workshops (63%).

o A majority, 61%, said that the required fee for USLS should continue to be charged; 34% said that it should not; and 5% said they did not know.

Recreational Sports

o During the past year, 53% of the respondents said they had participated in self-service recreational sports, 33% in intramurals, and 8% in sports clubs.

o Forty-nine percent said that there was a need for new recreational sports facilities; 33% said there was not; and 18% said that they did not know. Among frequent users (once a week or more) of recreational sports facilities, 72% said there was a need for new recreational sports facilities.

o Sixty-three percent said that Student Services Fee money should be used to help pay for new recreational sports facilities; 35% said it should not; and 2% expressed no opinion.

Board of Student Publications

The most controversial of the services considered in this year's survey is the Board of Student Publications, supported by a $1.80 quarterly charge. The bulk of this fee, $1.75, goes to the Minnesota Daily, the remainder goes to support a literary magazine, Enclitic. The Minnesota Daily is one of the largest campus newspapers in the country, and its circulation of approximately 40,000 makes it the fifth largest daily newspaper of any type in the State of Minnesota. The majority of its revenue comes from advertising; only 14% comes from the Student Services Fee.

The Daily is controversial because of a special humor edition in early June 1979. This humor edition contained a number of parodies, especially a supposed interview with Jesus Christ, which offended many students and citizens. Shortly after publication of the humor edition, the Daily came under fire. Some criticized the humor edition as tasteless but asserted that it was a one-time aberration by an organization which usually produces a useful and worthwhile paper. Others saw the humor edition as just the most recent example of a long-term, highly objectionable trend.

Critisms of the Daily have led to proposals to change its fee funding. Critics argue that student should not be "taxed" to pay for the paper; they contend that the required fee should be eliminated altogether, changed to an optional fee or, at a minimum, be refundable to those who object to the Daily.

Those opposed to changing the current required Daily fee contend that changing it would be an unwarranted reaction to the humor issue. They have noted that occasional ventures into bad taste are a predictable and cyclical by-product of the training process of student journalists. They

argue against altering the fee mechanism on the philosophical ground that such action would be an infringement of the freedom of the press and on the practical ground that changing the fee mechanism might undermine the scope and effectiveness of the Daily.

The survey sought to determine how many students favor and oppose changing the Daily fee, the degree to which opinions are related to general satisfaction with the Daily and to their view of the humor edition in particular. Students were asked whether the fee should be required, made optional or eliminated completely. Then, if it were optional, would they pay it. They were asked whether there should be a refund mechanism and whether they would seek a refund. Students were asked about the humor edition--had they seen it, had they heard of it, and if they had seen or heard of it, did they approve or disapprove of it. Overall satisfaction with the Daily was assessed, as was the frequency of readership. Finally, students were asked whether they had seen the literary magazine, Enclitic. The following pages present results to questions about the Daily. All figures presented in the accompanying tables are in percentages, rounded off to the nearest percent.

OPINION ABOUT THE Daily FEE

TABLE D-1. Should the Daily fee be required, made optional, or eliminated completely? (N = 472)

	Percent
Required	50
Optional	42
Eliminated	7
	99**

Opinion about the Daily fee was split. Half of the respondents wished to keep the required Daily fee and half wanted to change it, either to an optional fee or eliminating fee support completely.

**NOTE: Totals may differ from 100% slightly due to rounding.

Opinions about the Daily fee were significantly related to the following variables: (based on Chi-square tests, with $p < .01$ except as noted)

Satisfaction (see Table D-2)

Willingness to Pay an Optional Fee (see Table D-3)

Readership

Fifty-six percent of the regular (3-5 days a week) readers of the Daily wanted a required fee compared to 37% of the occasional (1-2 days a week) readers and 26% of the infrequent (less than once a week) readers.

Opinion of Humor Edition

Sixty-nine percent of those who approved of the humor edition preferred a required fee, compared to 59% of those who were neutral and 32% of those who disapproved.

College

Greatest support for the required fee was among graduate students (59%) and College of Liberal Arts (56%) and Education students (56%). Lowest support was among students from General College (9%) and the Health Sciences (37%).

Class

Graduate students and adult special students were most in favor of a required fee (each with 59%), followed by juniors and seniors (50%). The proportion supporting a required fee was lowest among sophomores (45%).

Age

Those 28 or older showed the greatest support for a required fee (62%); those 23-27 showed least support (44%), and those 18-22 were in between (50%).

CROSSTABULATION OF OPINION ABOUT THE FEE BY

SATISFACTION AND WILLINGNESS TO PAY

TABLE D-2. Crosstabulation of satisfaction with the Daily by opinions about the Daily fee. (N = 472, p <.01)

	Opinion about Fee		
Satisfaction with the Daily	Required (N = 237)	Optional (N = 200)	Eliminated (N = 35)
Very satisfied/satisfied	76%	44%	17%
Neutral	20	26	23
Very dissatisfied/dissatisfied	4	30	60
	100%	100%	100%

A plurality (44%) of those who advocated an optional fee were satisfied with the Daily. Among those who wanted a required fee, over three-quarters were satisfied.

TABLE D-3. Crosstabulation of whether persons would pay an optional fee by opinion about the fee. (N = 472, p <.01)

	Opinion about Fee		
Would pay an optional fee?	Required (N = 237)	Optional (N = 200)	Eliminated (N = 35)
Yes	81%	55%	17%
No	17	40	83
Don't know	2	5	0
	100%	100%	100%

A majority (55%) of those who wanted the fee to be optional would pay the optional fee. A much larger proportion (81%) of those who advocated a required fee would pay an optional fee.

SATISFACTION WITH THE Daily

TABLE D-4. In general, how satisfied or dissatisfied are you with the Daily? (N = 474)

	Percent
Very satisfied	15
Satisfied	42
Neutral	23
Dissatisfied	14
Very dissatisfied	5
	99**

A majority of respondents (57%) said that they were satisfied or very satisfied with the Daily. A much smaller percentage (19%) said that they were dissatisfied or very dissatisfied.

**NOTE: Totals may differ from 100% slightly due to rounding.

Satisfaction with the Daily was related to the following variables: (based on Chi-square tests, with $p < .01$ except as noted)

Readership

Among regular (3-5 days a week) Daily readers, 67% were satisfied, compared to 33% among occasional (1-2 days a week) readers and 26% among infrequent (less than once a week) readers.

Opinions of the Humor Edition

Eighty percent of those who approved of the humor edition were satisfied with the Daily compared to 59% of those who were neutral, and 38% of those who disapproved.

Age ($p < .05$)

The age group with the greatest proportion (62%) of satisfied persons was the 18-22 year olds, and the lowest (51%) was the 23-27 year olds. Those 28 years or older fell between the other two groups at 54%.

Opinion about the Fee (noted in Table D-2)

OPINION ABOUT AN OPTIONAL AND REFUNDABLE DAILY FEE

TABLE D-5. Would you pay the Daily fee if it were optional? (N=474)

	Percent
Yes	65
No	31
Don't know	3
	99**

About two-thirds of the respondents would pay a fee for the Daily if it were optional. Whether the individual would pay an optional fee was significantly related ($p < .01$) to their opinion of the fee as noted in Table D-2.

**NOTE: Totals may differ from 100% slightly due to rounding.

TABLE D-6. Should students who object to the Daily be permitted to get a refund of the required Daily fee? (N=473)

	Percent
Yes	58
No	38
Don't know	4
	100

A majority of respondents endorsed permitting a refund of the Daily fee.

TABLE D-7. If you could apply for a refund of the Daily fee, would you do so? (N=474)

	Percent
Yes	25
No	73
Don't know	2
	100

Three-quarters of the surveyed students would not apply for a refund of their required Daily fee even if they could do so. Chi-square tests indicate that college and class were significantly related to opinion about a refunded fee.

College

General College and the Health Service were most likely to say that students should be able to get a refund (74% and 73%) and most likely to say that they would seek a refund (61% and 34%).

Class

More seniors (34%) than other classes said that they would apply for a refund.

KNOWLEDGE AND OPINION OF THE DAILY HUMOR EDITION

TABLE D-8. Familiarity with the humor edition. (N=474)

	Percent
Saw the humor edition	65
Heard of it, but did not see it	27
Did not see or hear of it	8
	100

Ninety-two percent of the respondents had seen or heard of the humor edition; 65% had actually seen it.

TABLE D-9. Opinion of the humor edition. (Asked only of those who had seen or heard of the humor edition, N= 438)

	Percent
Strongly approved	6
Approved	19
Neither Approved nor disapproved	37
Disapproved	19
Strongly disapproved	15
Can't say	4
	100

The most frequently endorsed (37%) opinion about the humor edition was neutrality. More disapproved of it (34%) than approved of it (25%). Chi-square tests indicated that disapproval of the humor edition was related to respondent's class and sex.

Class ($p < .05$)

Adult special students had the highest rate of disapproval of the humor edition (58%), while graduate students had the lowest rate (20%).

Sex ($p < .01$)

Proportionately more women (40%) than men (33%) disapproved of the humor edition.

READERSHIP OF THE DAILY AND ENCLITIC

TABLE D-10. How often do you read the Daily? (N = 474)

	Percent
Every day, 5 days	47
3-4 days a week	27
1-2 days a week	17
Less than once a week	6
Never	3
	100

About three-quarters (74%) of the respondents could be considered regular Daily readers, seeing it 3-5 days a week. Seventeen percent could be called occasional readers (1-2 days a week) and 9% infrequent readers (never or less than once a week).

Readership was related to college, class, and age (as indicated by Chi-square tests).

College ($p < .01$)

The largest proportion of regular readers was found in the College of Liberal Arts and General College (each 83%). The lowest proportion was in the College of Education (54%) and the Health Sciences (60%).

Class ($p < .05$)

Sophomores had the highest rate of regular readership (86%) and graduate students the lowest (66%).

Age ($p < .01$)

Rate of regular readership declined with age: 18-22 year olds (82%); 23-25 year olds (71%) and 28 years or older (63%).

TABLE D-11. During the past year, have you read or looked at a literary magazine called Enclitic? (N = 474)

	Percent
Yes	7
No	92
Don't know	1
	100

Discussion of Daily Results

Student opinion about the Daily must be considered in terms of several different dimensions. When the question was posed directly, 50% of the respondents advocated changing the Daily's required fee funding to an optional fee or no fee at all. On the other hand, only 19% said that they were dissatisfied with the Daily, and 65% said that they would pay a fee for the Daily if it were optional.

These differences in opinion can be better understood by examining the crosstabulations among the questions. Among those who advocated continuing the required fee, 75% were satisfied with the Daily. Among those who wished to eliminate the fee, 60% were dissatisfied, but among those who wanted an optional fee, only 30% were dissatisfied. A substantial plurality, 44% of those who advocated an optional fee were satisfied with the Daily, and a majority of these persons, 55%, said they would pay an optional fee.

The views of the latter two groups of persons deserve further analysis. Since they were satisfied with the Daily and willing to pay for it, it might be surmised that their advocacy of an optional fee is based on philosophical grounds. Either they believe that all student fees should be optional or they believe that students should not be required to pay for this controversial newspaper if they do not wish to do so.

Illustrative of these positions were comments volunteered by some respondents, such as, "It would be more democratic if it were optional," and "The whole fee process should be reviewed but the Daily shouldn't be singled out." Several of those who advocated an optional fee qualified their opinions by saying, "There should be a way to monitor who reads the paper," and that they "didn't see how it could be monitored."

We do not have data on how many students would prefer that each of the

other fees be optional or eliminated. In previous surveys, students were simply asked whether or not each of the fee-supported services should be funded by student fees, without raising the question of optionality. In these studies, the Daily fared very well in comparison to other services. In the most recent previous survey, taken in Winter quarter 1979, 86% advocated fee funding of the Daily, the highest percentage for any service. Had we asked whether each service should be supported by a required fee, optional fee or not supported by fees, the Daily may well have remained near the top in advocacy of the required fee.

In one previous survey, conducted in 1976, students were asked whether they agreed or disagreed with the statement, "Each student should be able to choose which student fees he wishes to pay and which fees he does not want to pay." Forty-six percent agreed, 26% were neutral, and only 23% disagreed. This finding gives further reason to believe that the question about the Daily was tapping a general belief in optional fees among a large number of respondents.

While attitudes toward the humor edition were statistically related to the satisfaction with the Daily and opinion of the Daily fee, several respondents explicitly disavowed any connection between the humor edition and changes in the Daily funding, e.g., "I think it was a mistake and everyone knew it. Now they're trying to give them a hard time about it and I think that's wrong too," or (The Daily) is very valuable and the State Legislature should have nothing to say about it." Overall, more respondents (62%) approved of the humor edition or were neutral toward it than disapproved of it (34%).

The data from this survey cannot and should not be treated as a simple referendum on fee support for the Daily. Critics of the Daily can point to

the fact that we directly posed the most widely discussed alternatives for funding the Daily and that half of the respondents supported a change to an optional fee or no fee at all. Additionally, a majority, 58%, said that students should be allowed to get a refund for the Daily. Defenders of the Daily can point to the finding that the majority of students are satisfied with the Daily, read it regularly, would pay an optional fee for it, and would not seek a refund for the fee. The data give little reason to suspect that dissatisfaction with the Daily is widespread or that students would endorse punitive actions toward the Daily. Many of those who supported an optional Daily fee may have done so simply because they would prefer to have a choice about what fees they pay.

It is thus apparent that neither side in the Daily controversy can point to a clear student mandate. Questions about the Daily will have to be resolved through the continuing debate about freedom of the press and journalistic responsibility.

Boynton Health Service

The largest recipient of money from the Student Services Fee is Boynton Health Service. All full-time students (those taking six or more credits) pay $31.65 per quarter for the Health Service. For this fee, students receive a wide range of medical services including consultation with general practitioners, consultations with specialists, and laboratory and other therapy services, either at no cost or at reduced charges. Those who take fewer than six credits have the option of paying the Health Service fee or paying for services on a fee-for-service basis. Also, those who can demonstrate that they have comparable full service medical coverage may receive a refund of their Health Service Fee.

The major issue with regard to Boynton Health Service is how it compares with other providers of health care. Unlike many other universities, the University of Minnesota is in a large metropolitan area. Medical care is potentially available to students from many other sources besides the Health Service. Increasingly important among these other sources are Health Maintenance Organizations (HMOs) which provide full range medical services on a pre-paid subscription basis. There are at least seven of these HOMs in the Twin Cities area. Thus, students have not only the possibility of getting conventional medical care or getting medical care from conventional providers, but also of obtaining complete pre-paid care from other sources.

Because it does not have a monopoly on student health care, the Health Service needs to demonstrate that it provides care to students more conveniently, economically or effectively than do other services. The questions in the survey were designed to help assess how the Health Service compares with other health care providers. The students were asked how often they used Boynton Health Service, and how often they receive health

care from other places. Those who said they received care elsewhere were asked what their main reasons were for seeking care at a place besides the Health Service. Finally, questions considered whether they were basically satisfied or dissatisfied with the health care they received at Boynton.

USAGE OF BOYNTON HEALTH SERVICE

TABLE B-1. Frequency of usage of Boynton Health Service in the past year. (N = 156)

	Percent
0 times	42
1 - 2 times	30
3 - 5 times	24
6 or more times	5
	101**

A majority of students (58%) said that they used Boynton Health Service at least once in the past year.

**NOTE: Totals may differ from 100% slightly due to rounding.

Usage of Boynton Health Service was significantly related to several variables ($p < .01$ except as noted):

College ($p < .05$)

Among colleges the highest proportions of usage in the past year were among Institute of Technology students (73%), St. Paul campus students (65%), and College of Liberal Arts students (64%), while the lowest proportions were among students from General College, Business and Law, and the College of Education (37% through 40%).

Class ($p < .05$)

More juniors and seniors (76% and 66%, respectively) used Boynton Health Service in the past year than did other students.

Age

Among age groups, the highest proportion of users was among those 23-27 years old (76%) and the lowest among those 28 or older (31%). However, the greatest proportion of heavy (6 or more times) users was among 18-22 year olds (43%).

Residence

Forty-seven percent of the surveyed commuter students said that they had used Boynton Health Service in the past year, compared to 78% of the non-commuters.

Sex

More men than women (61% vs 54%) used Boynton Health Service in the past year, but more women than men (10% vs 1%) were heavy users (6 or more times).

Number of Credits

Although not significant, differences in usage of Boynton Health Service by the number of credits taken are important. Unless they volunteer to pay, those taking fewer than 6 credits do not get Health Service benefits. Among those taking 6 or more credits, 73% had used Boynton Health Service, compared to 29% among those taking fewer than 6 credits.

USAGE OF OTHER OUTPATIENT CARE BESIDES BOYNTON HEALTH SERVICE

TABLE B-2. Frequency of outpatient care elsewhere in the past year. (N = 155)

	Percent
0 times	65
1 - 2 times	17
3 - 5 times	13
6 or more times	5
	100

About two-thirds of the respondents had not sought outpatient care at any other service.

Usage of other health care services was significantly related to two variables:

Sex ($p < .01$)

More women (49%) than men (25%) used other services.

Usage of Boynton Health Service ($p < .05$)

44% of the respondents used Boynton Health Service only
19% had not used Boynton but had gone to other services
15% used both Boynton and other services
22% had not sought outpatient care

TABLE B-3. Main reason for using the outpatient care facilities elsewhere. (This question was asked only of those who had used other services; percentages below are based on only those asked. N = 55)

	Percent
Convenience of other service	27
Quality of other service	22
HMO or insurance coverage	22
Needed specialized service	15
Wanted to continue with own doctor	7
Cost lower elsewhere	7
	100

About half of those who went to other services (49%) did so primarily because they were more convenient or offered better quality.

SATISFACTION WITH BOYNTON HEALTH SERVICE

TABLE B-4. How satisfied are you with Boynton Health Service? (This question was asked only of those who had used Boynton Health Service in the past year. N = 90)

	Percent
Very satisfied	51%
Moderately satisfied	43
Slightly satisfied	6
Not at all satisfied	0
	100

Among those who had used Boynton Health Service in the past year, a majority (51%) were very satisfied, and only 6% were only slightly satisfied and none were not at all satisfied.

The major variable related ($p < .01$) to satisfaction was age. All of those who were only slightly satisfied with Boynton Health Service were in the 18-22 age group.

TABLE B-5. Classification of comments about Boynton Health Service. (N = 157)

	Percent
No comment	60
Positive	22
Negative	11
Mixed positive and negative	8
	101**

Of those who made comments, positive comments outnumber negative comments by a 2 to 1 margin.

**NOTE: Totals may differ from 100% slightly due to rounding.

Discussion of Boynton Health Service

Because of its position of service a clientele which can also be served by other health care providers, the Boynton Health Service must demonstrate that it provides good service, more conveniently and economically than do other providers. The survey data essentially suggest that this is the case. Forty-four persons surveyed have used Boynton exclusively for their health care needs in the last year. Nineteen percent had used other services exclusively. Twenty-two percent had not sought assistance at all, presumably because they did not need it. Satisfaction with Boynton was high. No respondents said that they were at all satisfied and only 6% said that they were just slightly satisfied. The remaining 94% of users were moderately or very satisfied, with nearly half, 49%, very satisfied with the service. Of those who did seek outpatient care elsewhere, 22% did so for reasons they though they could get better quality care elsewhere. The others who went elsewhere di so for reasons that do not reflect badly on the Boynton Health Service--a desire to continue with a familiar doctor, convenience of other health facilities to their home or employment, insurance coverage which pays for their services elsewhere, or needs for specialized services. Most of the comments that were offered about Boynton Health Service were basically positive. There were no strong consistent indications of problems either in particular services or in overall health service.

Some samples of the positive comments were, "I don't think it's that expensive--really a good service for what you pay for it." "It's an outstanding organization, built for students--the best organization on campus for that."

The mixed comments generally focused on a particular service. Comments were: Eye department is good but slow. Very rude in gynecology department. "Dental service is fine and physicial service is comme ci comme ça,"

Most often the negative comments concerned delay in getting service. "I was at the dental school and was frustrated with how long it takes to get treatment even of a small nature." "If I go there, I have to call back another day for an appointment (usually)."

Minnesota Union

The Minnesota Union currently received $17.96 per quarter from each Student Services Fee; $12 goes to maintaining the operations of the three campus unions--Coffman, St. Paul and West Bank--and $5 goes to renovation and construction fund. The Minnesota Union offers the facilities and activities traditionally associated with college unions, including educational and entertaining programs, meeting rooms, commons areas, food services, and recreational facilities. Because of ongoing commitments to major buildings and staff to operate the buildings, the University has limited freedom to adjust the Union budget. If budget cuts had to be made, they might occur in two areas: Reduction of the hours when the buildings are open, which would save staff and energy costs, and reduction of programs, which would save some staff costs.

It was with these possibilities in mind that the questions in the survey about the unions were framed. Students were asked how often they used Coffman Union and the St. Paul Student Center at various times of day and week. Also asked was whether or not students used these two buildings during the breaks between quarters. Such questions were not asked about the West Bank Union because it is currently not in a clearly identifiable building but is spread out in several classroom buildings. For this reason, students were simply asked whether or not they used various aspects of the West Bank facilities--the study areas, programs, information desk and gallery. The second focus of the survey questions was on union programming. Students were asked whether they attended various types of union-sponsored programs in the past year and how satisfied they were with these programs.

USAGE OF UNIONS

TABLE U-1. Usage of Coffman Union (N = 160)

	Weekdays (8-5)	Weekday Evenings	Weekends	During Quarter Breaks*
Never	33%	70%	70%	81%
Less than once a month	9	11	12	--
1-3 times a month	18	9	13	19
About once a week	20	9	3	--
More than once a week	21	3	1	--
	100%	100%	100%	100%

*Asked as a yes-no question.

A majority (59%) of respondents use Coffman Union at least once a month and 41% are frequent (once a week or more) users. Less than a third (30%) use Coffman on weekday evenings and on weekends, and about a fifth used Coffman during the last winter or spring breaks between quarters.

Usage of Coffman was significantly related to the following variables: (as indicated by Chi-square tests, $p < .01$ except as noted)

College

The greatest proportion of frequent users of Coffman on weekdays was among College of Liberal Arts and Institute of Technology students, (58% and 50%, respectively). On weekday evenings, Institute of Technology students had the highest proportion of frequent users (39%), followed by General College students (14%).

Residence ($p < .05$)

A greater proportion of resident students than commuter students were frequent users of Coffman on weekdays (63% vs 37%) and on weekends (7% vs 2%).

Sex

More men (19%) than women (3%) were frequent users of Coffman in the evening.

Age

The highest proportion of frequent weekday users (55%) was in the youngest group, 18-22 years old. The oldest group, 28 years of more, had the second highest proportion (36%). The lowest percentage of frequent users was among the 23-27 year old group (28%).

USAGE OF UNIONS

TABLE U-2. Usage of the St. Paul Student Center (N = 162)

	Weekdays (8-5)	Weekday Evenings	Weekends	During Quarter Breaks*
Never	86%	96%	98%	94%
Less than once a month	2	2	1	--
1-3 times a month	3	1	1	6
About once a week	2	1	0	--
More than once a week	7	1	0	--
	100%	100%	100%	100%

*Asked as a yes-no question.

Among all respondents 14% reported using the St. Paul Student Center on weekdays, 4% in the evening, 12% on weekends, and 6% between quarters.

As would be expected, those enrolled in colleges (Home Economics, Agriculture, Forestry, Biological Sciences, Veterinary Medicine) on the St. Paul Campus used the St. Paul Student Center significantly more than did other students. St. Paul Campus students were frequent (once a week or more) users of the Student Center on weekdays (33%) and on evenings (9%).

USAGE OF UNIONS

TABLE U-3. Percentage of persons who have used West Bank Union facilities in the last year. (N = 162)

	Percent
Anderson Hall basement study areas	24
Katherine Nash Gallery	15
Anderson Hall information desk	15
West Bank Forum film or lecture	8
Usage of at least one of the four facilities	35
	100

About one in four respondents said they had used the Anderson Hall basement study areas. About one in seven used the information desk or attended a West Bank Forum film or lecture.

Over one in three had used at least one of the four facilities.

Usage of West Bank Union facilities was significantly ($p < .05$) related to college. Compared to students from other colleges, more students in Business and Law (centered on the West Bank) used the West Bank Union than did others. Fifty-eight percent of the Business and Law students had used the basement study area, 42% had used tne information desk, and 33% had attended a West Bank Forum film or lecture. Over 75% of the Business and Law students had used at least one of the four facilities.

Also, significantly more resident students (81%) used the West Bank facilities than did commuter students (73%).

UNION PROGRAMS

TABLE U-4. Percentage who have attended Union programs in the past year. (N = 161)

	Percent
Films	41
Exhibit, art showing	41
Lecture	25
Concert, music performance	22
Dance, party	14
Debate, discussion	11
Play	9
Dance performance, recital	8
Mini-course	6
Trip, outing	4
Attendance of at least one program	69
	100

The most frequently attended programs sponsored by any of the three Unions were films and art exhibits, each attended by 41%. The least frequently attended programs were ones which required relatively more involvement: outings (4%) and mini-courses (6%). Two out of three respondents had attended at least one of the program types in the past year.

Overall attendance was significantly related only to residence ($p < .05$). More campus residents (81%) than commuter students (62%) had attended at least one of the programs.

TABLE U-5. Satisfaction with Union programs. (N = 162)

	Percent
Very satisfied	13
Satisfied	40
Neutral	32
Dissatisfied	2
Very dissatisfied	2
Can't say	12
	100

A majority (53%) of persons said that they were satisfied or very satisfied with the Union programs. Only 4% said that they were dissatisfied or very dissatisfied.

No significant subgroup differences were observed.

Union Discussion

Figures on the usage of the Minnesota Unions should be viewed with some caution. It should be remembered that only 162 persons were surveyed on the Union, and that the margin of error is correspondingly greater than that for larger samples. Generalizations about individual subgroups, such as commuter students, older students, and women are even more tenuous because of still smaller samples. The survey asked questions only of continuing students, not new freshmen or transfer students. For some aspects of the Union, the deletion of new students may have caused an overestimate of total student usage, while for other aspects, such as the West Bank Information Desk, the deletion of new students may have resulted in an underestimate. Asking questions only of enrolled day school students also underestimates total usage. Many extension school students and non-students can and do use the unions. Usage by extension students is expecially high for the West Bank facilities. Comparisons of the survey data with traffic counts in the Union buildings would give a fuller picture of the Union programs. Finally, extensive construction of the St. Paul Student Center in the last year has undoubtedly reduced usage of the St. Paul building.

Keeping these many qualifications in mind, the survey data still provide some information not readily available from other sources. Traffic and attendance counts can indicate how many persons are using a given facility or program at a given time, but cannot describe the characteristics of users or take into account multiple uses by the same people.

As would be expected, the weekday usage of Coffman Union and the St. Paul Student Center is much higher than the evening or weekend usage. Seventy percent of the respondents said that they never use Coffman in the evenings or on the weekends, compared to only 33% who never use it on the weekdays. Usage

of the West Bank facilities was considerably less than usage of Coffman. Thirty-five percent of the respondents had used one of the West Bank facilities in the past year, and 16% said that they used the St. Paul Student Center on weekdays. Nineteen percent said that they had used Coffman Union during the breaks between quarters, compared to 6% who said that they had used the St. Paul Student Center during breaks.

Usage of the West Bank and St. Paul facilities was naturally higher among those whose classwork is primarily centered on these campuses. Seventy-five percent of the Business and Law students had used one of the West Bank facilities, and thirty-three percent of the students from Agriculture, Forestry, Home Economics, Biological Sciences, and Veterinary Medicine were users of the St. Paul Student Center at least once a week and another 20% used it three times a month. Coffman Union was most heavily used by the persons who could be considered traditional undergraduates, College of Liberal Arts and Institute of Technology students between the ages of 18 and 22. Interestingly, the breakdowns of usage by age indicate that those who are 28 or older were more likely to be frequent users of Coffman than were those who were 23-27. It may be that those in the 23-27 age group have less interest in Union facilities because of concentration on graduate or professional studies, or else they do not find the unions very appealing.

Considered as a whole, union programs were well attended, with 69% having attended at least one type of program in the past year. Films and art exhibits were clearly the most appealing (41% attendance), followed by lectures and music performance (25 and 22% attendance). The programs requiring the most involvement, mini-courses and outings, had the least attendance. There was no clear demographic pattern distinguishing attenders from non-attenders. (Detailed analyses of who attends each of the individual program types were

not conducted for this report, but can be done in the future.)

The data from the survey clearly cannot tell decision makers whether the Union's budgets should be cut, maintained or expanded. They can. however, help focus such discussions on particular facilities, time, programs and clients, suggesting possible areas where activities might be changed or improved.

University Student Legal Services

The students currently pay $2.13 per quarter for the University Student Legal Service. It provides fee-paying students with services in three areas: Legal advice and attorney services, including negotiations, document preparation and other activities; court representation with some limits and additional charges; and educational programs which are seminars and workshops on legal topics.

The Legal Service is staff by full-time practicing attorneys with some assistance from paralegal and support staff. Since its inception in 1976, the staff has had a full caseload and a waiting list of students seeking assistance. This continued demand for legal services by students provides the context for the survey questions. The major issue with regard to the Legal Service is whether it should expand to meet what appears to be a continually increasing demand or should it limit its services to individual clients in order to keep the amount charged to all students lower.

To provide information relative to this question, students were asked how important each of the three aspects of the Legal Service was to them--advice and attorney services, court representation, and legal education. The relative ranking of these services might provide some guidance as to whether the Legal Service should limit its offerings if such limitations were necessary. As further indicants of student views of the Legal Service, a "bottom line" question was asked about whether or not there should be a required fee for the Service. Students were also asked about their awareness of the Service and their usage of other legal services.

UNIVERSITY STUDENT LEGAL SERVICE

TABLE L-1. Previous awareness of University Student Legal Service (USLS). (N = 156)

	Percent
Yes	70
No	30
	100

Almost three-quarters (70%) of the students surveyed had read or heard about the University Student Legal Service.

Awareness of USLS was significantly ($p < .05$) related to college. Awareness was lowest among students from St. Paul campus colleges. Sixty-four percent of students in Agriculture, Forestry, Home Economics, Biological Sciences, and Veterinary Medicine had not heard of USLS. A majority of those in General College (54%) had not heard about the service.

TABLE L-2. Usage of legal services in the past year.

		Percent	
a.	Attended USLS educational program* . .	1	(N = 156)
b.	Sought USLS help or advice*	8	(N = 156)
c.	Sought legal help or advice elsewhere .	17	(N = 154)

*Those who were not aware of USLS were included in the "no" category of a and b.

Very few of the respondents (1%) had attended a USLS sponsored educational program in the last year. Slightly less than one-tenth (8%) had sought USLS help or advice in the past year, and twice as many (17%) had sought legal help or advice elsewhere.

Class was significantly ($p < .01$) related to seeking help elsewhere. More graduate students (36%) than other students sought legal help elsewhere.

Among those seeking help elsewhere, 23% had also sought help at the University Student Legal Service.

UNIVERSITY STUDENT LEGAL SERVICE

TABLE L-3. Importance of USLS services: How important is it to you to have each of these services available from the University? (N = 154)

	Not at all	Slightly	Moderately	Very	Total
Court representation by an attorney	11%	18	30	42	101%**
Advice, negotiation, document preparation	11%	20	34	35	100%
Student seminars and workshops	13%	24	43	20	100%

Almost three-quarters (72%) of the respondents indicated that court representation by an attorney was moderately to very important. Slightly fewer (69%) thought that advice, negotiations, and document preparation were also moderately to very important. Student seminars and workshops were moderately to very important for 63% of the respondents.

**NOTE: Totals may differ from 100% slightly due to rounding.

TABLE L-4. Should the University Student Legal Service fee be required? (N = 155)

	Percent
Yes	61
No	34
Don't know	5
	100

Slightly more than three-fifths (61%) of the respondents indicated that the University Student Legal Service fee should be required, and approximately one-third (34%) thought the fee should not be required.

Opinion about the USLS fee was significantly ($p < .01$) related to the importance given to two USLS services: court representation by an attorney and advice-negotiation-document preparation. Of those who felt each service was moderately or very important, 70% felt the USLS fee should be required.

Discussion of University Student Legal Services Findings

As has been the case in previous surveys, support for the University Student Legal Service was strong. Sixty-one percent said that the Legal Service should be funded from Student Fee money. Each of the three major functions of the Legal Service was considered moderately to very important by a majority of students: 72% for court representation by an attorney; 69% for advice, negotiation and attorney services; and 63% for seminars and workshops on legal topics. Students continue to support the concept of a student legal service despite the fact that the large majority do not use it. This support is probably based either on a desire to have the service available to them should they need it or a concern for students who do need it.

The figures on the relative importance of each aspect of legal service suggest that students would not support the complete elimination or extensive cutback of a whole area of service, e.g., eliminating court representation and giving only advice and referral.

While the data do show a continued strong support for the legal service, they also raise some questions about it. Thirty percent of the students had not read or heard of the University Student Legal Service. This figure rose to 65% among the students enrolled in the colleges on the St. Paul campus. Some students may not be obtaining legal service when they need it simply because they do not know about the possibility of the University's providing it. Moreover, the percentage of students (17%) who said they had used other legal services was twice as large as the percentage who said they had used the University Student Legal Service. There was some overlap between these groups, 23% of those who had gone elsewhere for legal assistance or advice and had also gone to student legal service. Some of these persons may have been referred by the legal service while others may have gone elsewhere because

groups owing to some 23% of those who had gone elsewhere for legal help or advice and had also gone to student legal service. Some of these persons may have been referred by the legal service while others may have gone elsewhere because they were dissatisfied with the student legal service. The numbers of persons who had gone elsewhere and who had gone to legal service were too small to permit analyses in terms of characteristics and possible motivations. However, the figures do suggest that the demographics of the University Student Legal Service should be given detailed examination in the future.

Recreational Sports

The Recreational Sports Program receives $4.45 per quarter from each Student Services Fee. This money is used to support programs in three areas--intermural and team sports, including hockey, basketball and football--sports clubs for many different kinds of sports such as rowing, rugby and bicycling, and self-service individual sports such as racquetball, handball, swimming, and running.

The major issue with regard to Recreational Sports is the facilities available for these activities at the University. By many accounts, the current facilities are old, scattered and highly limited. Plans have been drafted for major new Recreational Sports facilities. As currently conceived, these would include a comprehensive array of indoor sports facilities, including a gymnasium, swimming pool, weight room, and handball and racquetball courts. The survey questions centered on the need for such new Recreational Sports facilities. Students were asked whether they thought there was a need for new facilities, whether they thought student fees should be used to pay for them. They were also asked about their usage of each of the three Recreational Sports programs and the quality of the present facilities.

PARTICIPATION IN RECREATIONAL SPORTS PROGRAM

TABLE R-1. Intramural and sports club membership. (N = 156)

	Percent
Belonged to an intramural sports team	33
Belonged to a university sports club	8

One-third (33%) of the respondents had participated in intramural sports during the past year, whereas slightly less than one-tenth (8%) belonged to a University sports club.

TABLE R-2. Usage of facilities for self-service sports. (N = 156)

	Percent
Never	47
Less than once a month	14
1 to 3 times a month	16
Once a week or more	23
	100

Slightly less than half (47%) of the respondents never used recreational sports facilities for self-service sports in the last year. Almost one-quarter (23%) of the respondents reported using the facilities at least once a week.

OPINIONS ABOUT RECREATIONAL SPORTS FACILITIES

TABLE R-3. Rating of current facilities. (N = 156)

	Percent
Poor	8
Fair	26
Good	40
Excellent	7
Don't know	19
	100

Almost one-half (47%) of the respondents judged the recreational sports facilities as good to excellent. Slightly more than one-third (34%) judged them to be poor to fair, and 19% didn't know.

TABLE R-4. Perceived need for new facilities and endorsement of fee funding for new facilities. (N = 156)

	Yes	No	Don't know	Total
Is there a need for new facilities?	49	33	18	100
Should fee money be used?	63	35	2	100

Roughly one-half (49%) of the respondents thought there was a need for new recreational sports facilities. One-third (33%) indicated they thought there was no need, and almost one-fifth (18%) said they didn't know. However, almost two-thirds (63%) of the respondents indicated that, if new facilities were built, student fee money should be used to meet part of the cost. Only 2% of the respondents said they didn't know on this issue.

OPINIONS ABOUT RECREATIONAL SPORTS FACILITIES

Opinions about the need for new recreational sports facilities were significantly ($p < .01$) related to several variables:

Participation in Recreational Sports Programs

Of those who participated on an intramural sports team, opinion was approximately 3 to 1 (74% to 24%) in support of the need for new recreational sports facilities. Among non-participants who expressed an opinion, there was virtually no difference in the percentage indicating there was a need compared to those indicating there was no need for new facilities (36% and 37%, respectively).

Among the infrequent users of recreational sports facilities, i.e., less than once a month, one-third (33%) indicated a need for new facilities. Among both groups of heavier facility users (i.e., 1 to 3 times per month or more, and once a week or more), opinion is approximately 3 to 1 (76% and 72%, respectively) in favor of new facilities.

Males were twice as likely to indicate a need for new facilities as were females (62% and 31%, respectively). In-depth analyses were not performed on these findings, so we cannot explain the reason for this difference.

Rating of Existing Facilities

Almost three-quarters (72%) of those who rated existing facilities poor/fair indicated there was a need for new facilities. Slightly less than half (48%) of those who rated the facilities good/excellent indicated a need for new facilities.

Willingness to Have Fee Money Used for New Facilities

Among those who do not see a need for new recreational sports facilities, opinion is approximately 3 to 1 (74% to 26%) against supporting new facilities through the required fee. Opinion is 9 to 1 (90% to 10%) in favor of support through the required fee among those who think new facilities are needed.

Proportionately more men than women were likely to favor use of the required fee to support new recreational sports facilities (72% and 51%, respectively).

Discussion of Recreational Sports Findings

The major current issue with regard to Recreational Sports is the need for new facilities. The pattern of student opinion on this issue is relatively consistent. A plurality of students (49%) said that there is a need for new recreational sports facilities and a majority (63%) approved of using student fee money to help pay for facilities. Support for new buildings and equipment was particularly strong among those who participate in recreational sports. Approximately three-quarters of those who have been on intramural sports teams or were regular participants in self-service sports said that new facilities were needed. For reasons which are not clear, twice as many men as women saw a need for new facilities.

Some of the respondents did qualify their support of new recreational sports facilities. A few noted that facilities are especially needed for the St. Paul campus, while some others said that women have a particularly strong need for improved facilities. Clearly, students were endorsing primarily the concept of new recreational sports facilities and not necessarily the details of any particular plan. Undoubtedly students will want to have a voice in planning the details of what facilities would be built and how they should be funded. However, their questions about these plans will be asked in the context of basic student support for new facilities.

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Nov. 14, 1979

FEES SURVEY - FALL 1979

Conducted by the University Poll for the University of Minnesota

Card 1 1

Seq. No. _____ 2-4

College/Class/Citizen/Sex/Birthyear

5-11

5-6	7	8	9	10-11

Attempts

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

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Student Name
Student Street
Student City, State ZIPcode

Parent Name
Parent Street
Parent City, State ZIPcode

Version 1 12

1=BHS
2=Unions
3=USLS,RecS

Hello, I'm _____ from the University of Minnesota Opinion Poll. We're doing a short survey on the $63.00 in Student Services Fees charged each quarter.

1. How many credits are you registered for at the "U" this Fall quarter?

None, not registered	1	➡ Terminate
None, thesis only or continuous registration	2	
1 - 5 credits	3	
6 or more credits	4	13

2. Were you registered at the University of Minnesota - Twin Cities Campus - for the following quarters?

	Yes	No	
Fall 1978	1	2	14
Winter 1979	1	2	15
Spring 1979	1	2	16
Summer 1979	1	2	17

3. Do you consider yourself a commuter student?

Yes	No	
1	2	18

One of the fees goes to Boynton Health Service.

1. Within the past year, how many times have you gone to Boynton Health Service for health care or information?
-- none, 1 or 2 times, 3 to 5 times, 6 or more times --

None	1 or 2 times	3 to 5 times	6 or more times	
1 ▶ Go to 3.	2	3	4	19

2. In general, how satisfied are you with Boynton Health Service?
-- not at all, slightly, moderately, very --

Not at all	Slightly	Moderately	Very	Can't say	
1	2	3	4	5	20

3. Are you covered by a health maintenance organization such as Group Health?

Yes	No	Don't know	
1	2	3	21

4. Within the past year, during times when you were registered as a student, did you get outpatient health care at any place besides Boynton Health Service?

Yes	No	
*1 ▼ Ask 4a & 4b.	2 ▶ Go to 5.	22

*4a. How many times did you receive such care?
-- 1 or 2 times, 3 to 5 times, 6 or more times --

1 or 2 times	3 to 5 times	6 or more times	
1	2	3	23

*4b. What would you say is the main reason you sought care elsewhere?
--convenience, quality, cost, HMO coverage --

Convenience	Quality	Cost	HMO coverage	Other	
1	2	3	4	*5 ▶ Ask to specify.	24

*Other - Specify

_____ 25

5. Do you have any comments about Boynton Health Service?

Yes	No	
*1 ▶ Ask what comments.	2	26

*If Yes - What comments?

_____

_____

_____ 27

Keypuncher: Skip columns 28 thru 70.

One of the fees goes to the three student unions: Coffman Union, the St. Paul Student Center, and West Bank Union.

1. So far this Fall quarter, have you used or gone into Coffman Union? Yes *1 → Ask *1a-b-c; No 2 → Go to 2. 30

*1a. How often do you use Coffman on weekdays, from 8 am to 5 pm? -- never, less than once a month, 1 to 3 times a month, about once a week, more than once a week -- . . . . . Never 1; Less than once a month 2; 1 - 3 times a month 3; About once a week 4; More than once a week 5 31

*1b. How often do you use Coffman on weekday evenings? 1; 2; 3; 4; 5 32

*1c. How often do you use Coffman on weekends? 1; 2; 3; 4; 5 33

2. In the past year, did you use Coffman during the Winter or Spring breaks between quarters? Yes 1; No 2 34

3. So far this Fall quarter, have you used or gone into the St. Paul Student Center? Yes *1 → Ask *3a-b-c; No 2 → Go to 4. 35

*3a. How often do you use the St. Paul Student Center on weekdays, from 8 am to 5 pm? -- never, less than once a month, 1 to 3 times a month, about once a week, more than once a week -- . . . . . Never 1; Less than once a month 2; 1 - 3 times a month 3; About once a week 4; More than once a week 5 36

*3b. How often do you use the St. Paul Student Center on weekday evenings? 1; 2; 3; 4; 5 37

*3c. How often do you use the St. Paul Student Center on weekends? 1; 2; 3; 4; 5 38

4. In the past year, did you use the St. Paul Student Center during the Winter or Spring breaks between quarters? Yes 1; No 2 39

5. The West Bank Union provides a variety of facilities and services. So far this Fall quarter, have you

	Yes	No	Don't Know	
a. Used the study areas in the basement of Anderson Hall?	1	2	3	40
b. Used the information desk in the basement of Anderson Hall?	1	2	3	41
c. Attended a film or lecture sponsored by the West Bank Forum?	1	2	3	42
c. Attended a showing in the basement gallery of Willey Hall?	1	2	3	43

6. The three unions put on various events and programs. During the past year, did you attend or participate in any of the following types of union programs?

	Yes	No	
a. a film or movie	1	2	44
b. a concert or music performance .	1	2	45
c. a dance performance or recital .	1	2	46
d. a play	1	2	47
e. a lecture	1	2	48
f. a debate or discussion	1	2	49
g. an exhibit or art showing	1	2	50
h. a trip or outing	1	2	51
i. a dance or party	1	2	52
j. a mini-course	1	2	53

7. In general, how satisfied or dissatisfied are you with the programs offered by the three unions?
-- very satisfied, satisfied, neutral, dissatisfied, very dissatisfied --

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Can't Say	
1	2	3	4	5	9	54

Keypuncher: Skip columns 55 thru 70.

One of the fees goes to the University Student Legal Service.

1. Before now, had you read or heard about it? Yes ___1 No ___2 ▶ Go to 2c. 57

2. Within the past year, did you

	Yes	No	Don't know	
a. Attend a legal education program sponsored by the Student Legal Service?	___1	___2	___3	58
b. Seek help or advice from them?	___1	___2	___3	59
c. Seek legal help or advice anywhere else besides the Student Legal Service?	___1	___2	___3	60

3. The Student Legal Service provides 3 types of service.

How important is it to you to have each of these services available from the University? -- The choices are: not at all important, slightly, moderately, very important --

	Not at all	Slightly	Moder-ately	Very	
Court representation by an attorney	___1	___2	___3	___4	61
Legal advice and attorney services such as negotiation and document preparation	___1	___2	___3	___4	62
Workshops and seminars for students on legal topics	___1	___2	___3	___4	63

4. Currently, students pay a required fee of $2.13 per quarter for the Student Legal Service.

	Required	Not Required	Don't know	
Do you think the fee should be required or not?	___1	___2	___3	64

Another fee goes to the Recreational Sports Program.

1. Within the past year, have you belonged to

	Yes	No	
a. an intramural sports team at the "U"	___1	___2	65
b. a sports club at the "U"	___1	___2	66

2. Within the past year, how often have you used the facilities at the "U" for self-service sports such as swimming, handball, or running? -- never, less than once a month, 1 to 3 times a month, once a week or more--

Never	Less than once a month	1 to 3 times a month	Once a week or more	
___1	___2	___3	___4	67

3. From what you know, how would you rate the facilities for recreational sports at the "U"? -- poor, fair, good, excellent --

Poor	Fair	Good	Excellent	Don't know	
___1	___2	___3	___4	___5	68

4. A proposal has been made to build new recreational sports facilities on campus. These would be for most indoor sports, and would include a gymnasium, swimming pool, and handball courts.

	Yes	No	Don't know	
a. Do you think there is a need for new recreational sports facilities?	___1	___2	___3	69
b. Do you think that part of the required Student Services Fees should be used to help pay for them?	___1	___2	___3	70

Another fee goes to the Board of Student Publications.

1. During the past year, have you read or looked at a literary magazine called Enclitic?

Yes	No	Don't know	
1	2	3	71

2. How often do you read or look at the Minnesota Daily? -- every day, 3 or 4 days a week, once or twice a week, less than once a week, never --

Every day	3 or 4 days a week	Once or twice a week	Less than once a week	Never	
1	2	3	4	5	72

3. In general, how satisfied or dissatisfied are you with the Daily? -- very satisfied, satisfied, neutral, dissatisfied, very dissatisfied --

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
1	2	3	4	5	73

4. Currently, students pay a required fee for the Minnesota Daily. Should this fee be required, made optional, or eliminated completely?

Required	Made Optional	Eliminated Completely	
1	2	3	74

5. If the fee for the Daily were optional, would you pay it?

Yes	No	Don't know	
1	2	3	75

6. Should students who object to the Daily be permitted to get a refund of the required Daily fee? 1 2 3 76

7. Would you apply for a refund of the Daily fee if you could do so? 1 2 3 77

As you may know, the Daily printed a special humor edition at the end of last Spring quarter.

8. Did you see this humor edition?

Yes	No	Don't know	
1	*2	*3	78

Ask 8a.

*8a Did you hear about it?

Yes	No	
1	2	79

Ask 9. Terminate.

9. Which of the following phrases best describes your opinion of that humor edition? -- strongly approved, approved, neither approved nor disapproved, disapproved, strongly disapproved --

Strongly Approved	Approved	Neither Approved nor Disapproved	Disapproved	Strongly Disapproved	
1	2	3	4	5	80